

Part 573 Safety Recall Report

20V-643

Manufacturer Name : Heartland Recreational Vehicles, LLC

Submission Date : OCT 19, 2020

NHTSA Recall No. : 20V-643

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Heartland Recreational Vehicles, LLC

Address : 1001 All Pro Drive

Elkhart IN 46514

Company phone : 8772628032

Population :

Number of potentially involved : 104

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2020 Heartland Milestone

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Recall population is all model 360RD built. This model has been discontinued.

Production Dates : SEP 18, 2018 - AUG 01, 2020

VIN Range 1 : Begin : 5SFMG4220KE409721 **End :** 5SFMG422XLE431159 ☒ Not sequential

Description of Defect :

Description of the Defect : On all 2019 – 2020 Milestone 3760RD fifth wheel units, point loading within the wall structure of the rear storage area may potentially cause outriggers to bend and have negative effects on the frame's camber

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The outriggers could bend causing negative camber issues and could lead to drivability issues.

Description of the Cause : Inadequate supports in the frame.

Identification of Any Warning that can Occur : Bending of the outriggers can occur along with interior wall separation.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Lippert Components

Address : 3501 County Road 6
Elkhart INDIANA 46514

Country : United States

Chronology :

Received email on 8/4/2020 from Lippert Components regarding having a unit that needed frame repairs where structural issues were found. Heartland RV & LCI met and discussed the frame issues on 8/18/2020 where LCI stated they would be issuing a TSB for the repairs. On 10/1/2020 Heartland received the TSB repair instructions from Lippert Components. Heartland safety committee discussed via email the TSB and reviewed the 4 cases that have failed in the field and voted to elevate this to a recall on 10/14/2020.

Description of Remedy :

Description of Remedy Program : Heartland will have an authorized dealer or repair center make the necessary frame reinforcements

How Remedy Component Differs from Recalled Component : Part numbers 2020135537, 2020135535, 2020135538, 2020135536

Identify How/When Recall Condition was Corrected in Production : This model was discontinued from production.

Recall Schedule :

Description of Recall Schedule : Notification will begin once the owner letter is approved.

Planned Dealer Notification Date : DEC 18, 2020 - DEC 18, 2020

Planned Owner Notification Date : DEC 18, 2020 - DEC 18, 2020

* NR - Not Reported



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Follow proper safety practices. If in doubt, consult a professional RV technician.